E-Gov Travel

Presentation to the

Passenger Travel Services Committee

Nashville, TN

E-Gov Travel Service Vision

*To deliver a **unified, simplified** service that delivers a cost-effective travel experience, supports excellent management, and results in superior customer satisfaction.*

E-Gov Travel Service Program Update

- ◆ 56 civilian agencies have awarded their ETS task orders
  - ■ 22 BRM agencies
  - ■ 34 non-BRM agencies

- ◆ Implementation has begun at 17 of the 22 BRM agencies

- ◆ ETS utilization
  - ■ Over 3,500 Vouchers to date
  - ■ On-line reservations have reached as high as 85% at some agencies
  - ■ Over 35,000 reservations to date

- ◆ Agency migration teams, assisted by the E-Gov Travel PMO, are coordinating deployment with the selected ETS vendor

- ◆ Agency migration managers are your POCs!!
  - ■ Migration managers & ETS vendors listed at www.gsa.gov/egovtravel

Current ETS Deployment Challenges

- ◆ Change Management
  - ■ Deployment of ETS is a three-way proposition:

ETS Vendor Team

Customer Agency — PMO
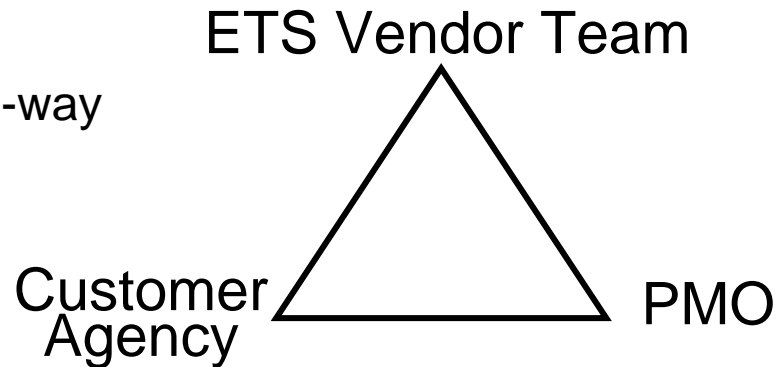
- ◆ Existing Agency Workload
  - ■ In Progress Initiatives
  - ■ Resource Allocation
  - ■ Staff experience
- ◆ Interface with Existing Business Systems
- ◆ Training
- ◆ Funding

Travel Industry Collaboration

◆ PMO met with representatives from **Air, Hotel and Rental Car** industries to reviewed how schedules and rates are displayed for each industry segment

◆ Collaboration with TMCs was coordinated by the SGTP/GSA Task Force

◆ The Government will continue to look to industry for technological advancements and world-class business practices

Continued collaboration is the Key to success

Airline Forum

January 6, 2005
14 Representatives from 9 Airlines
DoD and GSA Representatives
All 3 ETS vendors independently

Outcomes

➢ Service providers better understand ETS vendor's capabilities
➢ Consistency of technical approach
➢ Enforcement of City Pair and US Flag carrier exceptions
➢ Opportunity for policy compliant non-contract displays

April 28, 2005

<u>Lodging Forum</u>

August 18, 2004
13 Representatives from 8 Hotels
DoD and GSA Representatives
All 3 ETS vendors independently

<u>Outcomes</u>

➢ Concern about undermining the FedRooms program
➢ Better understanding of how lodging options are displayed
➢ Fore-runner to collaborative forum for hoteliers
➢ Opportunities to influence the government market

Rental Car Forums

May 10, 2004 and June 23/24, 2004
16 Representatives from 8 Rental Car Providers
DoD and GSA Representatives
All 3 ETS vendors independently

Outcomes

➢ Forum validated that ETS vendors return correct information from GDS

➢ Provided suggestions on how to improve displays for users
   - Discussion on how to filter out non-SDDC government rates from GDS
   - Discussion on use of CD numbers to enhance accuracy

➢ Recommendation to use Total Rate, lowest to highest, as the most accurate information for the government user

➢ Preference to government suppliers without prejudice towards a specific vendor

Rental Car Forum
(continued)

◆ ETS PMO will discuss change with vendors regarding:
  ■ Total rate
  ■ Loading into GDS

◆ Will determine specific delivery dates

We Look For Your Endorsement!

ETS & Travel Management Centers

◆ Accommodation improvement

◆ Customer service expectations

◆ TMC service leaders work with ETS vendors

◆ TMC travel industry direct access collaboration

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FedRooms

Since September FedRooms has...

- re-engineered the government-managed program
- created marketing & communication plans
- developed business intelligence collection procedures
- brought on 1,800+ hotels & expanded program throughout the U.S.
- negotiated program rates at or below per diem maximizing Government savings
- worked with the 4 major global distribution systems (GDS) to ensure program rate access
- formed Industry Councils (hotel and travel agent) to ensure two-way collaborative communication
- created a user friendly website and help desk

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DTS and ETS Collaboration

◆ **Both Support President's Management Agenda**: Two initiatives collaborated since E-Gov Travel was launched in 2002

◆ DTS lessons learned proved valuable through the entire ETS solicitation process

◆ Transformation across Federal government will continue on common:

■ Governance Structure

■ Business Intelligence

■ Performance Management

Specific Issues- Process Resolution

- **On Line Booking Engine**
  - GDS Neutral
  - Single GDS as designated by agency task order
  - PMO is Working with ETS vendors to enhance usability

- **Reservation data into ETS**
  - On-line
  - Embedded TMC
  - Accommodated TMC

- **Change Management**
  - **Agency Traditional Business Practices**
    - Not always Consistent with Policy
    - Not Most Efficient Business Process

- **Customer Satisfaction**
  - ETS PMO employs a customer centric approach
  - User groups address Government-wide benefits
  - Management Advisory Board

ETS User Case Studies

Scenario #1 – **On-Line Booking (OBE) Can Work**

- High on-line booking utilization
- High use of preferred suppliers

Scenario #2 – **Not All OBEs are Created Equal**

- Use of combined static and live GDS reservation data
- Results in less than optimum user choices

Scenario #3 – **Not All End-to-End Reservation Processes are the Same**

- Experiencing long customer wait times
- Impacting on customer satisfaction

Future Direction

◆ Enhance traveler usability

◆ Accurately represent travel service

◆ Optimize Government-wide travel policy

◆ Encourage configurability to support agency business rules

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Delivering World-Class
Travel Management

**Federal Agency
Customer**

Traveler

Satisfaction

GSA Responsibilities

Industry

•**Operations and Policy**

•**Performance Measurement**

•**Manage to the Outcome**

E-Gov Travel Program Management Office

Contact Information

Web: **gsa.gov/EGovTravel**
E-mail: **egovtravel@gsa.gov**